



## **SYLLABUS**

(Fall 2021)

**Course: CIT 496 – Technology Support Administration**

**Faculty: Dr. DeAnna L. Proctor**

### ***Course Catalog Description***

This course explores the challenge of supporting technology resources within an organizational setting and presents current strategies and tools employed by managers to support users and technologies across the firm.

### ***Topics and Objectives***

<b>Upon completion of this course, the student shall be able to:</b>	<b>How the student will develop outcomes</b>	<b>How the student will be assessed the learning on these learning outcomes</b>
Understand the history of end-user computing, how users increase their productivity with technology use, the resources users need to be productive, and common problems they encounter.	Readings, discussions, research	Discussions, exams, and written assignments
Describe the communication and customer service skills user support workers need.	Readings, discussions, research	Discussions, exams, and written assignments
Examine the many types of written communications a support specialist may be assigned to prepare and explain how to plan, write, and evaluate end-user documents.	Readings, discussions, research	Discussions, exams, and written assignments
Learn problem-solving strategies that a user support specialist can apply to a troubleshooting situation.	Readings, discussions, research	Discussions, exams, and written assignments
Explore a multi-level support model and the incident management process.	Readings, discussions, research	Discussions, exams, and written assignments

Upon completion of this course, the student shall be able to:	How the student will develop outcomes	How the student will be assessed the learning on these learning outcomes
Understand the mission of support groups and how to staff and train them.	Readings, discussions, research	Discussions, exams, and written assignments
Explore tools to help support workers analyze and assess user needs for technology solutions.	Readings, discussions, research	Discussions, exams, and written assignments
Understand how to plan training activities targeted at end-users; how to prepare training materials; and how to present, evaluate, and improve training activities.	Readings, discussions, research	Discussions, exams, and written assignments

### ***Welcome!***

Welcome to CIT 496 – Technology Support Administration. My name is Dr. DeAnna Proctor and I am anticipating a rewarding and fun experience for all of us with the primary focus of learning skills for user support professionals.

### ***Class Location/Times***

This class is delivered in an online format. Because it contains a significant number of online assignments, it will be necessary for students to have access to reliable Internet connections. The class is available at the following website:  
<https://blackboard.wku.edu>.

### ***Required Material(s)***



A Guide to Computer User Support for Help Desk and Support Specialists, 6<sup>th</sup> Edition (2015)

Fred Beisse

ISBN-13: 978-1285852683

### ***Instructor Information***

Name: Dr. DeAnna L. Proctor

Email: [deanna.proctor@wku.edu](mailto:deanna.proctor@wku.edu)

My office hours are as follows:

Email is the best method of contact as this is an online course. I will respond as soon as possible, typically within 24 – 36 hours. Please do not wait until the weekend as the time frame for receiving a response may be longer.

Also, when e-mailing, please put the course name in the subject line. E-mail labeled in this manner receives higher priority.

### ***Assignments & Point Values***

Your grade for this course will be determined according to the following scheme:

<b>Activities</b>	<b>Points Possible</b>
Written Assignment	30
Chapter Exams (12 exams @ 50 points each)	600
Discussion Boards (13 DBs @ 10 points each)	130
Comprehensive Final Exam	240
Total Points Available	1,000

Written assignment should include a cover sheet, three full typed pages (maximum), and a reference page using APA format in Microsoft Word (total of five pages) and attached in the assignment submission area of the respective assignment to SafeAssign. Please follow the example and use the template posted online in the course shell.

Each of the 12 chapter exams include 50 multiple choice and true/false items.

The comprehensive final exam includes 240 multiple choice and true/false items that are covered throughout the semester. This is a proctored exam and must be scheduled through WKU Testing Center. The final exam must be taken Monday, Tuesday, or Wednesday of finals week (there are no exceptions). There is a time limit of 120 minutes for the final exam.

All assignments are due on the date noted on the course master schedule by end of day (11:59 pm).

The grading scale is below. There is no rounding up since this is a point scale rather than a percentage scale.

- A = 900 – 1,000 points
- B = 800 – 899 points
- C = 700 – 799 points
- D = 600 – 699 points
- F = 0 – 599 points (or cheating/plagiarism)

Please see the Course Master Schedule in the Start Here section of Blackboard for more details regarding due dates.

Please be sure to review your grades right away; corrections will not be made more than seven days after the initial grade is posted.

### ***Contingency Points***

Sometimes uncontrollable problems occur during the course that can negatively affect a student's grade. Examples include personal issues, family issues, forgetting an assignment, encountering test questions that are worded poorly, course errors, etc. Because I want to be fair to all students, I am giving you 50 contingency points (5%). This means that for whatever reason, you can lose 50 points and still have a 100% average.

Please do not ask for additional contingency points; under no circumstances will more be provided.

### ***Academic Dates***

To determine important academic dates such as the last day to drop with a W, or the final exam schedule, please see [http://www.wku.edu/registrar/academic\\_calendars/](http://www.wku.edu/registrar/academic_calendars/)

### ***Activities***

There are four major activities in this course. A brief explanation of each activity is as follows:

- Written Assignments – You will complete written assignments based on end-user support scenarios.
- Exams – You will complete exams on the assigned reading material.
- Discussion Boards – The primary method of faculty-student and student-student interaction in this class will be via the class discussions.
- Final Exam – The proctored final exam will be comprehensive and administered as scheduled by the university.

### ***Final Exams***

All CIT exams must be proctored. While you may be able to use the proctor of your choice at the location of your choice, you must register with the WKU testing center in order to have your proctor approved (see <http://www.wku.edu/testing/> for more details). Note that you must pre-register with the testing center before taking the exam, which is usually no less than 10-days prior. I highly suggest that you register early. Final exams must be taken during final exam week. You may choose Monday through Wednesday only during finals week to take the exam.

As the final exam is an assessment and not a learning activity, correct answers are not provided. However, if you wish to review your exam, it will be made available to you. However, as with other on-campus final exams, you must know that student review can only be accomplished on-campus (Bowling Green), in a proctored environment, during a

full term (fall and spring) following that of the exam's administration. This step is necessary to protect the integrity of the exam.

Also, since the final exam is an assessment, your score will likely be lower than you have previously experienced with the learning activities. Therefore, after completing the exam, your overall average will likely go down, not up. This means you need to be sure and complete all of the learning activities as assigned in order to have a very high average before taking the final.

### ***Attendance Policy***

Because this is an online course there is no classroom attendance requirement. However, I strongly encourage you to remain actively involved in this course. Some suggestions for doing this are: 1) check your WKU email and Blackboard regularly for course announcements and information; 2) stay abreast of all due dates as they are added to the course schedule on Blackboard; 3) contribute regularly and effectively to the online discussions; 4) complete all work on time and to the very best of your ability.

***All CIT classes*** must have student-to-student and faculty-to-student discussions. The program uses a standard discussion rubric as follows:

Each discussion board post requires a 200-word minimum and will be graded on four characteristics:

- **Timeliness** - For full points, you must SUBSTANTIVELY (~200-250 words) contribute your thoughts to the discussion **FOUR** separate days (any four) during the week, which is  $\sim 200-250 \times 4 \text{ days} = \sim 800-1000$  words per week. This means you will reply to the main post, then comment on at least three classmates' posts.
- **Style/Mechanics** - For full points, postings must be free of grammar issues and follow APA Style.
- **Comprehension** - For full points, postings must reflect comprehension of the topic(s) and scholarly discussion. Do not use 'texting' language or emoticons. Since many times, support individuals must respond with written instructions, I expect students to conform to professional business communication practices.
- **References** - For full points, postings must be supported by the text or other scholarly sources.

### ***Instructor Feedback***

In general, I will post weekly grades no later than one week after the due date. I tend to comment little if you are doing well (>80%) and comment more if you are not (< 80%). However, at any time if you have questions about any comments and/or grades, please contact me within three or four days at most while the issues are still fresh in both our minds. This will help to iron any issues out as soon as possible.

In the event a Blackboard grading rubric is used, that is your feedback. Again, if you have additional questions, contact me as soon as possible.

Also, if I mistakenly note you as missing any assignments and you did submit them, please immediately let me know the time and date you posted. I will be happy to download the post and correct my records. I will not make changes to grades after one week of posting.

### ***Non-Graded Assignments***

Some activities that you will complete during the course are ungraded or carry no point value (like reading assignments). However, it is very important that you complete these activities. Non-completion of these activities may negatively impact your graded work.

### ***Incompletes***

All incomplete requests must follow school guidelines. See the University catalog.

### ***Extra Credit***

There is no extra credit or make-up work as the class assignments reflect what is required for successful completion of this course.

### ***Academic Standards***

I expect all students to support the same respect for individuals, commitment to issue and problem resolution, and open communication and feedback as in any learning environment.

Specifically, all students are expected to:

- Accept responsibility and accountability for all use actions and content posted to any online classroom, public meeting or personal inbox (email).
- Maintain the same ethical standards expected in a collaborative, academic environment.
- Demonstrate respect for all faculty, students, and staff regardless of age, race, gender, religion, national origin, veteran's status, disability, or sexual orientation.

In the online environment, the following will not be tolerated:

- Harmful, threatening, libelous, or abusive content
- Profanity of any kind
- Copyright infringement or violation of patent, trademark, proprietary information, or confidentiality agreements
- Misrepresentation of identity through alteration of inbox (email) names
- Posting unsolicited advertisements to public meetings or private inboxes (no spamming)

- Transferring computer viruses, intentionally or unintentionally, or other code that disrupts or interferes with other users' use of the online environment or personal computers, systems, or networks.

### ***Honesty***

I highly value academic honesty. A student must always submit work that represents his or her original words or ideas. If any words or ideas are used that do not represent the student's original words or ideas, then the student must cite all relevant sources. The student should also make it clear the extent to which such sources are used.

Words or ideas that require citation include, but are not limited to, all hardcopy or electronic publications, whether copyrighted or not, and all verbal or visual communication when the content of such communication clearly originates from an identifiable source.

All submissions to any public meeting or private mailbox fall within the scope of words and ideas that require citations if used by someone other than the original author.

Academic dishonesty in an Online learning environment could involve the following:

- Having a tutor or friend complete a portion of your assignments
- Having a reviewer make extensive revisions to an assignment
- Copying work submitted by another student to a public class meeting
- Using information from on-line information services without proper citation

Any of these practices could result in charges of academic dishonesty. Sanctions range from failing assignment or class grades to expulsion.

I consider academic honesty a very serious issue. I have, and will fail students that I discover are not adhering to the above guidelines.

### ***Class Navigation***

Go to <http://blackboard.wku.edu> and follow the login instructions (usually available by the first day of class). This site will be the primary means for grades, announcements, exams, written assignments, reading materials, discussion boards, and other supplemental course information that you will need. Please be sure and check this site regularly.

### ***Computer Access***

This class requires each student to make use of several software packages, various other software tools and the Internet. All required resources are available either in the general Student Computer Labs across campus, on WKU Extended campuses, and typically, at public libraries. Lack of hardware, software and Internet connectivity at home to complete any assignment is not an acceptable reason for not completing work.

You may work from any location you prefer (home, work, etc...), but you will need access to MS Office software.

### ***Technology Issues***

School servers are unavailable from time-to-time. Accordingly, I will accept e-mailed assignments to my personal mailbox for time-stamping purposes only. However, once Blackboard is available to you, in order to receive a grade, the assignment must be posted to the appropriate submission area.

Also, from time to time the Blackboard system will lock-up during a quiz or exam. If this happens, please contact me as soon as possible. I can only reset the exam, which means you will have to take it over (this includes final exams). If you wait until the last minute to take an exam, you may not be able to reset due to time limitations.

For comments/complaints about technology issues (for example, Blackboard exam problems), please contact the Office of the Chief Information Technology Officer (270-745-2243).

### ***Late Assignments***

Due to the nature of this course and based upon my teaching experience, it is critical that you are timely in submitting the assignments. Since all assignments are made available before they are due, no late work will be accepted for any reason. Again, no late work will be accepted for any reason. Please do not wait until the last minute to do your assignments; no late work will be accepted for any reason.

### ***Cancellations***

If you are dropped for any reason (lack of payment, etc.), your access to Blackboard may be terminated. In this event you will **NOT** be permitted to make up on-line course assignments/activities during the time you lost access to Blackboard.

### ***Student Disability Services***

In compliance with university policy, students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course must contact the Office for Student Disability Services in Downing University Center A-200. The OFSDS telephone number is (270)745-5004; TTY is (270)745-3030. Per university policy, please DO NOT request accommodations directly from the professor or instructor without a letter of accommodation from the Office for Student Disability Services.

### ***Grievance Process***

If you are unhappy with any aspect of the course, please contact me via email with a detailed explanation of the problem. I will do my best to help resolve the issue. If you are still unsatisfied, please contact the program coordinator, Dr. Mark Revels, at [mark.revels@wku.edu](mailto:mark.revels@wku.edu).



***Ogden Student Course Attendance Statement***

The faculty and staff of Ogden College of Science and Engineering are committed to providing you with learning experiences and opportunities. You must assume ownership of your education and be an active participant in the classroom and laboratory to take advantage of these opportunities. Active participation requires you to attend. Scientific studies have shown that attendance during scheduled classroom and laboratory meetings is directly correlated to your performance on assignments and exams and the potential to earn higher grades. Additionally, if you do not regularly attend class, you are missing important information about course topics, due dates, and assignment details that are crucial to your success in the course. Therefore, as a student enrolled in an Ogden course, you are expected to attend every class meeting and to inform your instructor regarding the reasons for any absences as soon as practical. Your instructor may incorporate class attendance/participation as part of the grading criteria.

***Schedule Exceptions***

I will not approve any schedule exceptions.

All students are strongly encouraged to [get the COVID-19 vaccine](#). Out of respect for the health and safety of the WKU community and in adherence with CDC guidelines and practices of all public universities and colleges in [Kentucky](#), the University requires that a cloth face covering (reusable or disposable) that covers both the nose and mouth must be worn at all times when in public areas within all buildings. Students must properly wear face coverings while in class regardless of the room size or the nature of the classroom activities. Students who fail to wear a face covering as required will be in violation of the WKU Student Code of Conduct and will be asked to comply or will face disciplinary action, including possible dismissal from the University. Accommodations can be requested in special cases through the Student Accessibility and Resource Center ([SARC](#)): [270-745-5004](#) (voice), [270-745-3030](#) (TTY), or [270-288-0597](#) (video).

All students must immediately report a positive Covid-19 test result or close contact with a person who has tested positive to the Covid-19 Assistance Line at 270-745-2019. The assistance line is available to answer questions regarding any Covid-19 related issue. This guidance is subject to change based on requirements set forth by public health agencies or the office of the governor. Please refer to the Healthy on the Hill website for the most current information. [www.wku.edu/healthyonthehill](http://www.wku.edu/healthyonthehill)